

QUALITY POLICY

Purpose

This Quality Policy communicates our commitment to continually improving the services we provide in order to meet and, where possible, exceed our customers' requirements and regulatory obligations.

Our commitment

The Senior Leadership Team of Pennon Water Services is accountable for the effectiveness of the Quality Management System (QMS) and for ensuring this policy is implemented, maintained, and reviewed.

The Management Team is responsible for ensuring that management systems are defined, documented, and fully implemented, and continually improved throughout the business.

All employees are responsible for working in accordance with established management systems and contributing to the delivery of high-quality services.

We are committed to operating a Quality Management System that complies with the requirements of ISO 9001:2015 and supports the delivery of an outstanding retail water service to our customers.

Achieving our commitment

We will achieve this commitment by fostering a strong and sustainable quality culture across all our activities and by:

- Complying with all applicable legislation, regulatory requirements, and industry codes relevant to our business.
- Maintaining a strong customer focus through accurate billing, effective meter data management, responsive customer service, and transparent communication.
- Continually improving the effectiveness of our Quality Management System and overall business performance.
- Developing and enhancing our services in line with customer expectations and within the regulatory framework in which we operate.
- Establishing, monitoring, and reviewing measurable quality objectives aligned to our business strategy.
- Ensuring the availability of appropriate resources, information, and competent personnel in line with our business plans.
- Procuring and managing services through approved suppliers and contractors whose quality standards align with our own and who support service continuity.
- Applying risk-based thinking to identify and manage risks and opportunities that could impact service delivery, customer satisfaction, or regulatory compliance.
- Communicating openly with internal and external stakeholders regarding performance and improvement initiatives.
- Promoting awareness of quality objectives and priorities among employees, suppliers, contractors, and customers.

Review and Communication

This Quality Policy is communicated through the organisation, made available to relevant interested parties, and reviewed annually to ensure it remains appropriate to the strategic direction and context of the business.



Robbie Smith – Head of Customer and Operations

April 2026

Version 1.0

Page 1 of 1